

Aquafacts No. 15

Moving house with your water softener

Due to the long life expectancy and reliability of water softeners it is very common to see customers taking their water softeners with them when they move to a new home. As disconnection is not dissimilar to that of a washing machine or dishwasher most homeowners undertake this along with the removal of other appliances. This is often done understandably without much thought. Often softeners are moved and then stored before time is found to reinstall them.

Unfortunately, there is much more to this simple operation than is realised. Once disconnected air can enter the machine. If time passes before reconnection the resin in the softener can dry out. This is fatal as the resin is designed to always be wet. During the drying process it contracts and breaks down into a dust and is then useless. It then has to be replaced. This can be expensive.

To avoid this always seal the inlet and outlet ports of the softener before boxing up for removal. Plastic bungs are available from us. Corks can be used as long as a reasonable seal is created. Wind some electrical tape around the drain outlet to seal this as well. Both these actions will also stop dust and any foreign matter getting into the softener. Drain away any water and salt from the machine. Take the main connection hoses with you. Handle the softener carefully in transit. If the unit is dropped or badly mishandled during a move it is important the installer is notified of this prior to reinstallation.

It is important that you advise us of a house move whether you are taking the softener with you or not. Most softeners have a long guarantee and this may be compromised if our records are not up to date. Also, Aqua-Nouveau must reinstall the softener in your new home to enable a guarantee to continue*. **We will extend the guarantee, on the softener, by one year and fit a new drinking water tap as a bonus for allowing us to refit the softener in your new home.**

If you leave the softener when you move house do remember that the guarantee is transferable to a new owner as long as we are informed of the situation.

Reconnection

A water softener set up to work in one area may not necessarily work in another. If water hardness is

different then an electrically operated water softener may need to be reprogrammed. A non electric softener, such as KINETICO, may need the metering disc changed. This needs to be undertaken by one of our engineers.

A water softener originally installed for a traditional indirect hot water system may not be suitable for modern direct fed systems. Also, any direct fed heating system will require a high flow installation. It may be necessary to upgrade a softener for use with systems with direct fed systems.

The opposite is also true. If a softener has been used with a direct fed heating system it is likely that it will need to be adapted to use with a traditional indirect heating system.

We cannot emphasise enough the importance of liaising a move with us. We can advise on removal, packaging, storing and reinstallation of all residential water treatment systems. If a move is to a home outside our sales area we can put you in touch with a dealership which offers similar support and after-care services as provided by ourselves.

A water softener can be an expensive product. As long as the procedures outlined are followed, we are confident that your softener will continue to perform well in all future locations.

* This only applies to softeners reinstalled in Aqua-Nouveau's sales area. Any machine moved elsewhere will only be covered by the manufacture's warranty.